

# COVID-19 Vaccine Provider Webinar

1/12/2021



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# DISCLAIMER

The information presented today is based on recent guidance and MAY change.

January 12, 2021



**TEXAS**  
Health and Human  
Services

Texas Department of State  
Health Services

# Agenda

## 1. VAOS Refresher & FAQs

- Access to VAOS
- Accepting Allocations
- Confirming Shipments
- Report Vaccine Administration
- Report Vaccine Waste
- Report Adverse Effects

## 2. Provider Resources

Today's webinar presentation and recording will be available on the [COVID-19 Vaccine Management Resources page](#)



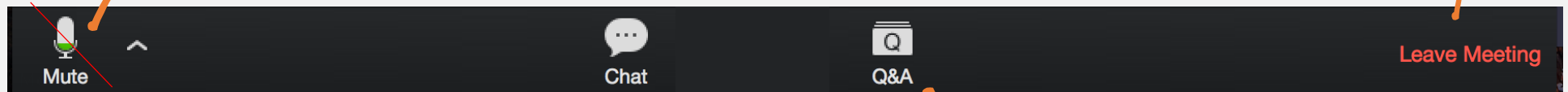
Texas Department of State  
Health Services

# Zoom Guidance

*New to Zoom? Have a question? Here's a quick guide:*

**You will be automatically muted during this webinar.**

**Need to go? Click Leave Meeting to exit the webinar.**



**The “chat” feature will be turned off for attendees in this Webinar.**

**Have a question? Type a question to the host and panelists using the Q&A box!**



Texas Department of State  
Health Services

# POLL QUESTION

Have you visited the **DSHS COVID-19 Vaccine Management Resources** site?

Visit it and access important resources:

<https://www.dshs.texas.gov/coronavirus/immunize/vaccine-manage-resources.aspx>

The screenshot shows the DSHS website with the following elements:

- Header:** Texas Health and Human Services logo, Texas Department of State Health Services, and a search bar with "Inicio en español" and "All Topics".
- Navigation Bar:** HOME, COVID-19, ABOUT DSHS, NEWS, I AM A..., MOST POPULAR, RESOURCES, ONLINE SERVICES, CONTACT US.
- Left Sidebar:** DSHS Immunizations, COVID-19 Vaccine Home, COVID-19 Vaccine FAQs, Vaccination Providers, Provider Enrollment, Vaccine Management, Expert Vaccine Allocation Panel, Public Health Entity Forums, Vaccine Safety.
- Main Content Area:**
  - Breadcrumb: Home > COVID-19 > Immunizations > COVID-19 Vaccine > COVID-19 Vaccine Management Resources
  - Section: COVID-19 Vaccine Management Resources
  - Image: A 3D model of a coronavirus particle.
  - Text: "COVID-19 CORONAVIRUS DISEASE 2019"
  - Description: "This resource site contains information and resources for COVID-19 Vaccine Providers and local health entities related to COVID-19 vaccine distribution, administration and reporting."
  - Section: Latest Updates
  - Section: COVID-19 Vaccine Provider Webinars
    - Please look for invitations for upcoming COVID-19 Vaccine Provider Webinars. [Recordings and resources are available here.](#)
  - Section: More About the COVID-19 Vaccines
    - NEW ALERT**
      - The CDC has issued [an updated guidance on allergic reactions associated with COVID-19 vaccines](#). Please visit the [CDC Clinical Considerations webpage](#) for all the latest updates.
    - Product Details**
      - Learn more about the Moderna and Pfizer vaccines, and download resources (ex: EUAs, Storage and Handling, Standing Orders, Screening Forms, Labels, etc.).
    - COVID-19 Vaccination Record Card**
      - This record card, which should be given to all vaccine recipients, includes medical information, vaccines received and second-dose reminder.
    - COVID-19 Vaccine Temperature Excursion Guidance**
      - Learn more about vaccine temperature excursion and the critical steps to take if vaccine viability is questionable.

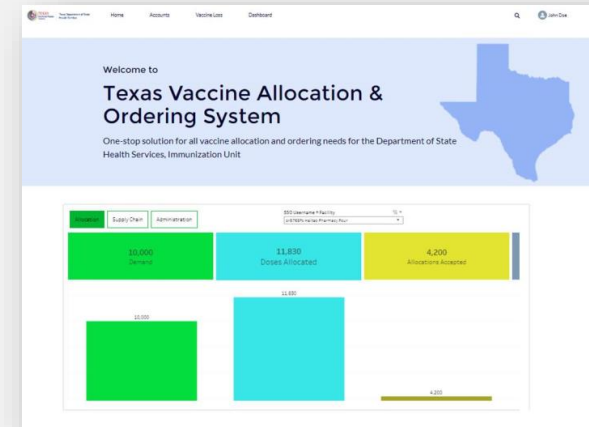
# VAOS Refresher & FAQs

# Overview

As a COVID-19 Vaccine Provider, you will use the **Vaccine Allocation & Ordering System (VAOS)** and **Vaccine Management Dashboard** to perform tasks related to COVID-19 vaccine management.



In **VAOS**, you will be able to acknowledge vaccine allocations, confirm received shipments, view distribution information, and report waste.



The **Vaccine Management Dashboard** is accessed through VAOS and allows you to monitor your vaccine allocations, distribution supply, and administration metrics.

# Understanding your Provider Actions in VAOS

As a Provider, you have **four primary functions in VAOS**:

**1**

## **ACCESSING DASHBOARDS**

Useful for seeing your allocations, distribution supply, and administration metrics

**2**

## **ACKNOWLEDGING ALLOCATIONS**

Required for your allocated vaccine doses to be submitted into the CDC ordering system

**3**

## **CONFIRMING SHIPMENTS**

Required once you receive your vaccine doses

**4**

## **REPORTING WASTE**

Required to track how many doses are unused/wasted



# COVID-19 Vaccine Provider Milestones

DSHS

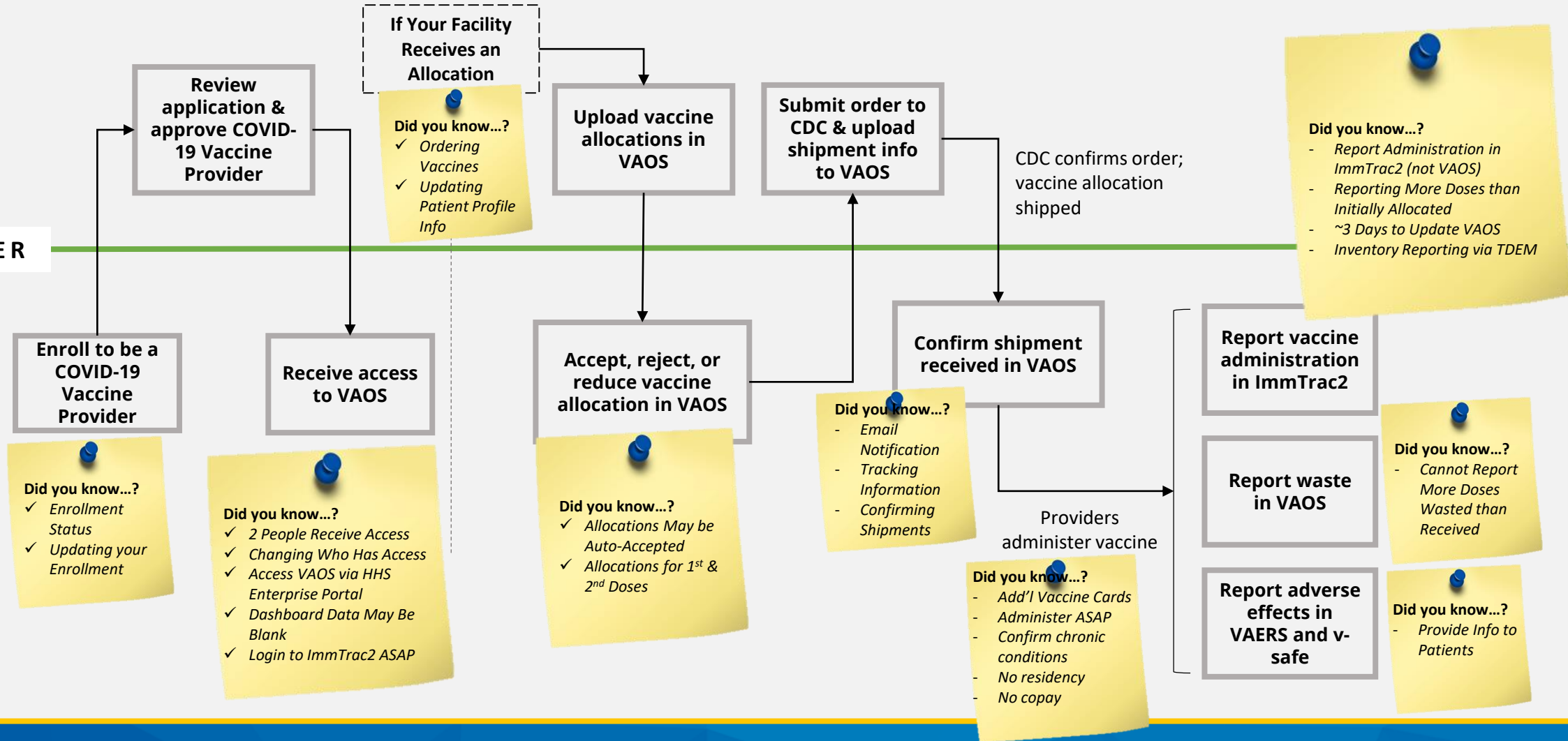


DSHS Staff

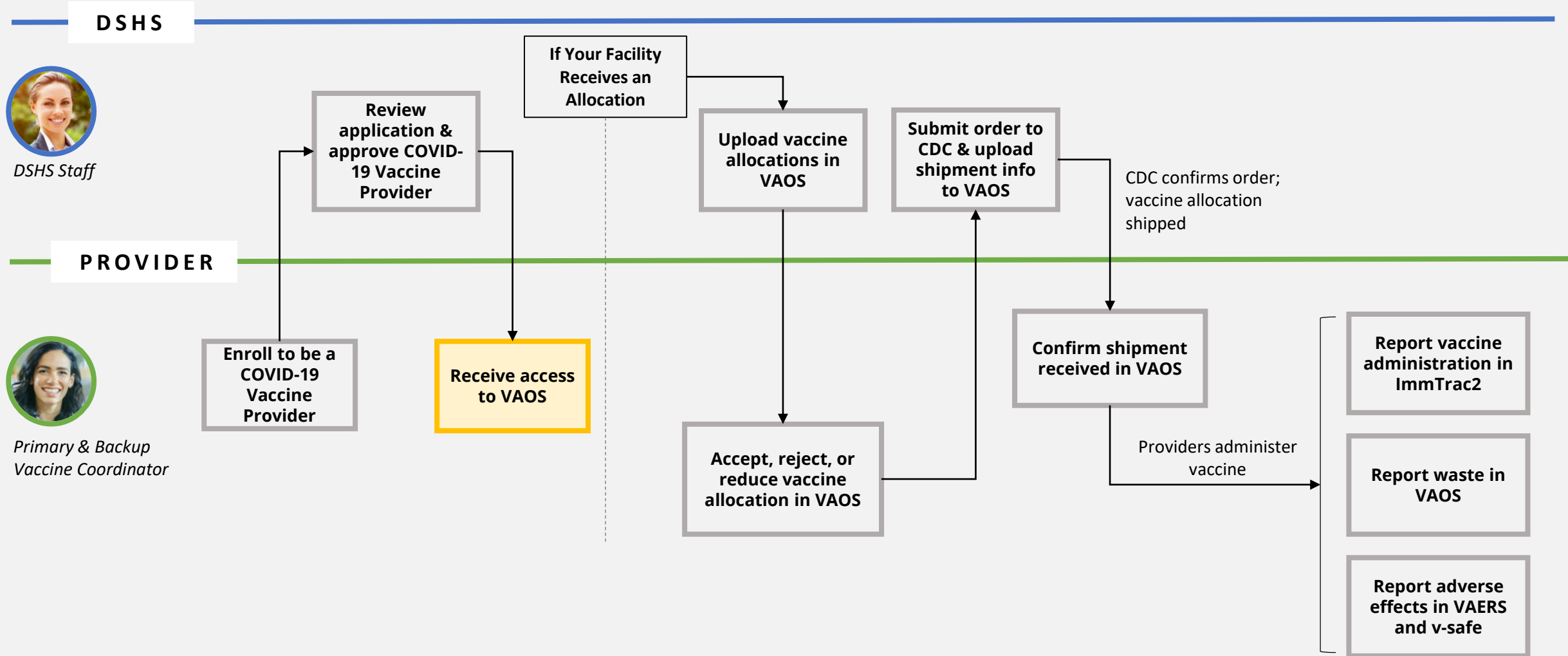
PROVIDER



Primary &  
Backup  
Vaccine  
Coordinator



# COVID-19 Vaccine Provider Milestones



# Receive Access to VAOS

## Did you know...?

Only **2 people per facility** receive access to VAOS– the **primary & backup vaccine coordinators**.



Primary Vaccine Coordinator



Backup Vaccine Coordinator

You provided information for the primary & backup vaccine coordinator during the enrollment process.

The screenshot shows the 'PANDEMIC PROVIDER ENROLLMENT' form. The 'Pandemic Vaccine Coordinators' section is highlighted with a red box. It contains two sub-sections: 'Primary Vaccine Coordinator' and 'Backup Vaccine Coordinator'. Each sub-section has fields for \*Last Name, \*First Name, MI, \*Telephone, \*Email, and Degree/Credentials. The 'Save & Continue' and 'Save & Exit' buttons are visible at the bottom right of the form.

## Did you know...?

You can **change who has access** to VAOS for your facility.



NEW Primary Vaccine Coordinator



NEW Backup Vaccine Coordinator

If you would like to designate a different person to have access to VAOS for your facility (e.g., your CEO or CMO), contact the **DSHS COVID-19 Vaccine Provider Help Desk** at:

(877) 835-7750, 8 a.m. to 5 p.m., Monday-Friday

[COVID19VacEnroll@dshs.Texas.gov](mailto:COVID19VacEnroll@dshs.Texas.gov)

# Receive Access to VAOS

## Did you know...?

Providers access VAOS via the **HHS Enterprise Portal**.

To access VAOS, Providers should sign in at

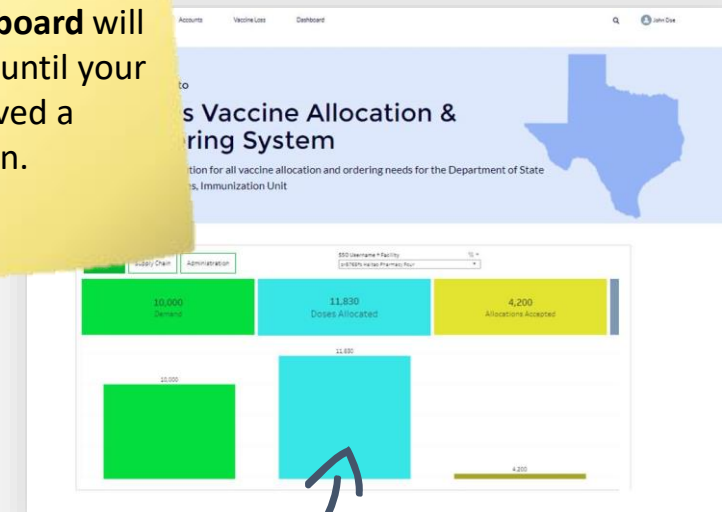
<https://texasvaccines.dshs.Texas.gov>.

This site may direct you to the HHS Enterprise Portal (below). Use your VAOS credentials to sign in here.



## Did you know...?

Your **VAOS dashboard** will not display data until your facility has received a vaccine allocation.



If your dashboard looks empty– don't panic!  
Your VAOS dashboard **will not display data until your facility has received a vaccine allocation.**

# Receive Access to VAOS

## Did you know...?

You should **login to ImmTrac2 ASAP** after receiving VAOS access. If you don't, you will lose your VAOS and ImmTrac2 access in 120 days.

- **You MUST login to ImmTrac2 to avoid being disassociated by the system for inactivity.**
- If ImmTrac2 users do not login immediately or have gone 365 days since your last login, ***you will not be able to login to ImmTrac2 or VAOS.***
- Log into ImmTrac2 [here](#).
- For information about logging into ImmTrac2, email: [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov)

The screenshot shows the ImmTrac2 login interface. On the left is a blue sidebar with the 'Production' environment label and login fields for Org Code, Username, and Password, along with a 'Login' button and links for 'Forgot Username?' and 'Forgot Password?'. The main content area has a header with the Texas Department of State Health Services logo and the 'ImmTrac2 Texas Immunization Registry' title. Below the header is a navigation bar with links for HOME, FORMS, REGISTRATION, and USER TRAINING. A 'Hot Topics' section features a link to 'ImmTrac2 Support During COVID-19 Response' with a 'Posted on 03/17/2020' date. The footer contains copyright information for 1999-2020.

Production

Org Code:

Username:

Password:

Login

DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.

Forgot Username?

Forgot Password?

TEXAS Health and Human Services | Texas Department of State Health Services

ImmTrac2 Texas Immunization Registry

HOME FORMS REGISTRATION USER TRAINING

Hot Topics

[HT-1](#) [HT-2](#) [HT-3](#) [HT-4](#) [HT-5](#) [HT-6](#) [HT-7](#)

ImmTrac2 Support During COVID-19 Response Posted on 03/17/2020

Due to the COVID-19 response efforts, ImmTrac2 customer support is limited.

Please email [ImmTrac2@dshs.texas.gov](mailto:ImmTrac2@dshs.texas.gov) for general ImmTrac2 application support.

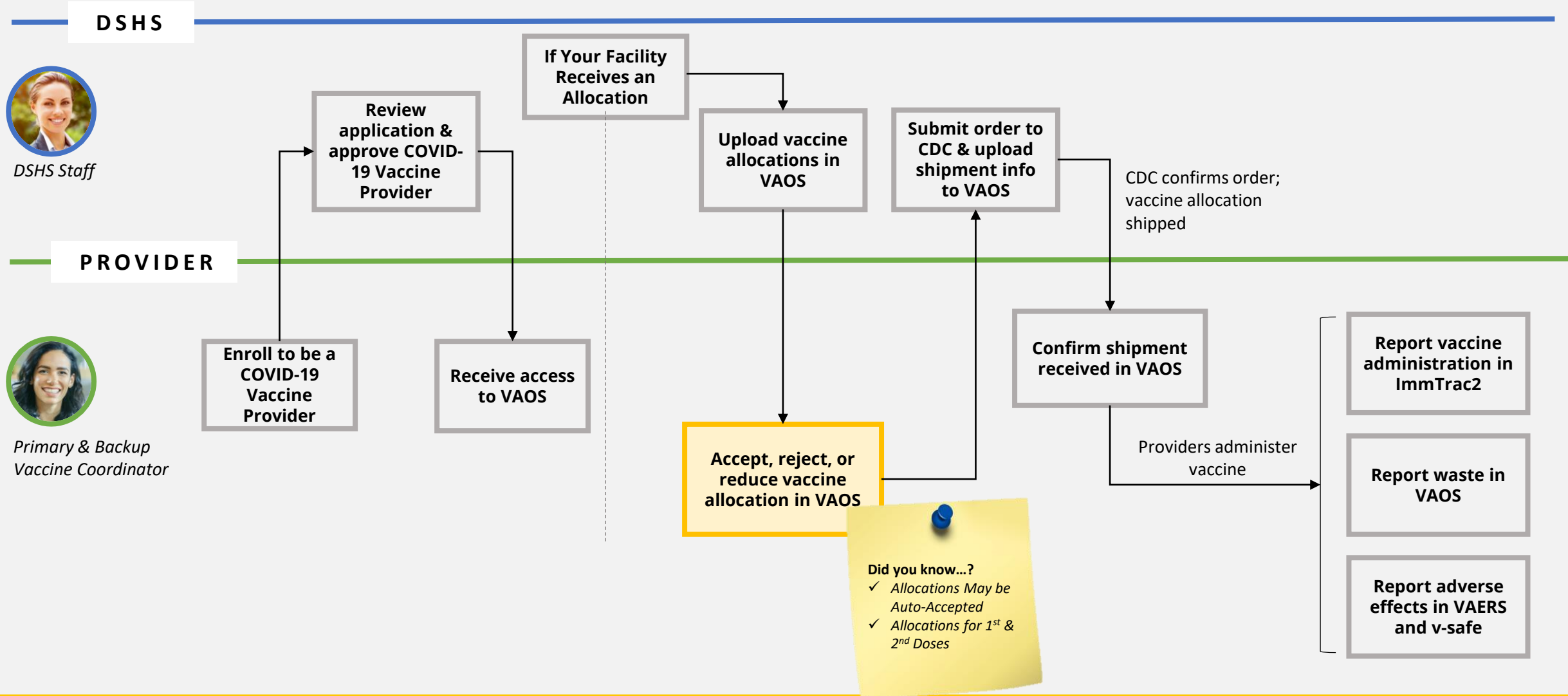
Data exchange submitters should email [ImmTrac2MU@dshs.texas.gov](mailto:ImmTrac2MU@dshs.texas.gov)

ImmTrac2 application and data exchange users working from home are advised and reminded to follow all HIPAA guidelines and Texas Privacy laws to protect client (PII) and immunization data (PHI).

[ImmTrac2 Quick Guide - Change Password](#)  
[Immunization Unit - Home Page](#)  
[Vaccine Adverse Event Reporting System \(VAERS\)](#)

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# COVID-19 Vaccine Provider Milestones



# Accept Vaccine Allocations

## Did you know...?

For the time being, vaccine allocations are being **auto-accepted** in VAOS due to time restrictions.

Because of the quick turnaround in vaccine distribution, **your allocations may be auto-accepted** if not manually accepted by the designated due date, which you can find on your vaccine allocations page.

Vaccine Allocation  
VA-0009

AcceptReject All

Created

Acknowledged

Sent to VTrckS

Shipped

Received

Rejected

Expired

✓ Mark Status as Complete

Allocation Number  
VA-0009

Intimated Staff  
[Julia Durnan](#)

Allocation Group  
[Test 10/25 2](#)

Event  
[COVID-19 Test](#)

FIDC  
19515-0906-54

Facility  
[TX Test](#)

Status  
Created

Due Date  
10/30/2020, 12:00 PM

Total Amount Requested  
100.00

Formula Allocation Amount  
100

Total Amount Allocated  
100.00

Total Amount Accepted

Vaccine Shipments (0)



# Accept Vaccine Allocations

## Did you know...?

You can find out whether an allocation is for **First Doses** or **Second Doses** in VAOS and from the allocation notification email.

Providers can locate whether an allocation is a first dose or second dose in the notification email or in the VAOS Allocation page

Dear Primary Four,

You have a **Second Dose** allocation of Pfizer 1 available to accept in the Texas Vaccine Allocation and Ordering System (VAOS) for Long Term Care Population at Haitao Pharmacy Four. This may only be part of your order for the season; if so, the remainder will be allocated as it becomes available. Please review the detailed instructions on the ordering process below.

It is very important that you go into VAOS (<https://texasvaccines.dshs.texas.gov>) as soon as possible once receiving this notification. We request that the listed amounts of COVID-19 Test vaccine that have been allocated be accepted – please do not decrease your weekly allocation unless storage capacity at your facility is an issue.

Vaccine Allocation

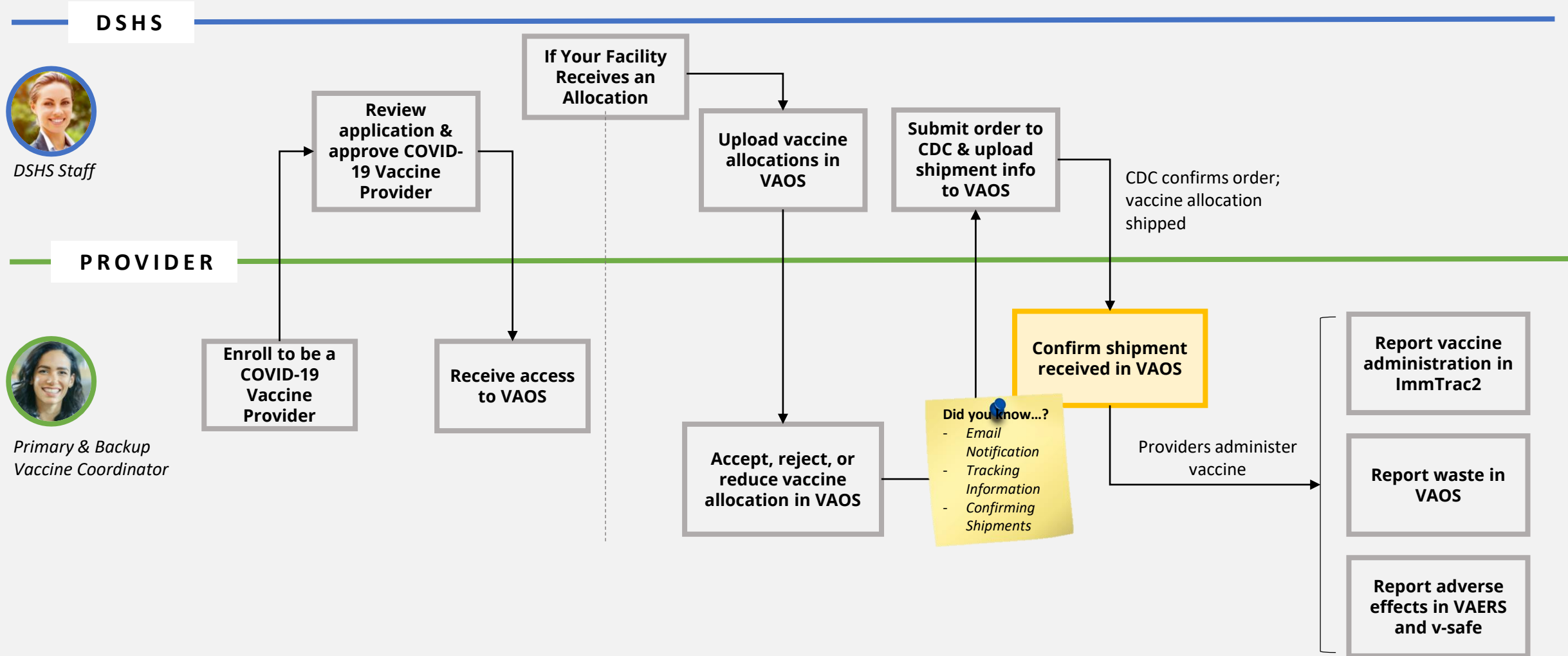
✓ Acknowledged Sent to VTrackS Shipped Received Reject

Allocation Number		Status	Acknowledged
Allocation Group	Moderna Week 2 1/4 Dose 2	Intimated Staff	
Event	COVID-19	Intimated Staff's Email	
Pre-booking Request		Intimated Staff's Email 2	
Vaccine	Moderna COVID-19 Vaccine	Facility Primary Contact Name	
Vaccine Name	Moderna COVID-19 Vaccine	Due Date	
NDC		Total Amount Requested	700
Facility		Formula Allocation Amount	700
Facility PIN		Total Amount Allocated	700
Fund Type		Total Amount Accepted	700
State PO Reference		Request Date	1/4/2021
Target Population	Healthcare Worker	Priority Indicator	
Pre-booking Request Line Item		Priority Reason	
Is Deleted	<input type="checkbox"/>	Version	1
Date Shipped		Intention	ADU
Immtrac Org Id		Community Facility	
Allocation Dose	Second Dose		
Created By	DSHS Vaccinereed	Last Modified By	
	1/4/2021, 4:12 PM		



**Poll: Where can you find  
shipping and tracking  
information for your  
allocations?**

# COVID-19 Vaccine Provider Milestones



# Confirm Shipment in VAOS

## Did you know...?

Primary & backup vaccine coordinators will receive an **email notification when a vaccine allocation ships.**

After accepting your allocation in VAOS, wait for an **email confirming the shipment of your vaccine doses.** When your vaccine allocation ships, primary & backup vaccine coordinators will receive an email notification from [noreply@salesforce.com](mailto:noreply@salesforce.com).

Remember to **continue monitoring your mailbox and Spam folder** for the shipment notification and additional allocation notification emails.

Hello Provider,

Based on your vaccine allocation, a shipment of Pfizer 1 has been sent to your facility. Once you receive this shipment, it is very important that you go into the Texas Vaccine Allocation and Ordering System as soon as possible to confirm receipt and record any issues with your shipment. Please review the details on your shipment and instructions on the shipment process below.

Carrier: Fedex

Tracking number: FD1434254523423

Date Shipped: 11/20/2020

# Confirm Shipment in VAOS

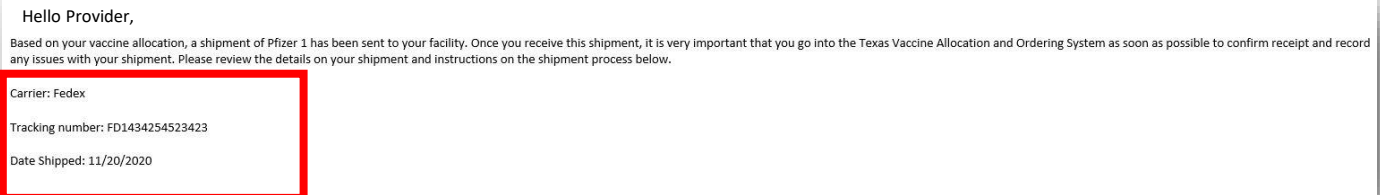
Did you know...?

When a vaccine allocation ships, you will have access to **shipment tracking information**.

Shipment information, including the shipment tracking number, will be available in two places:

1

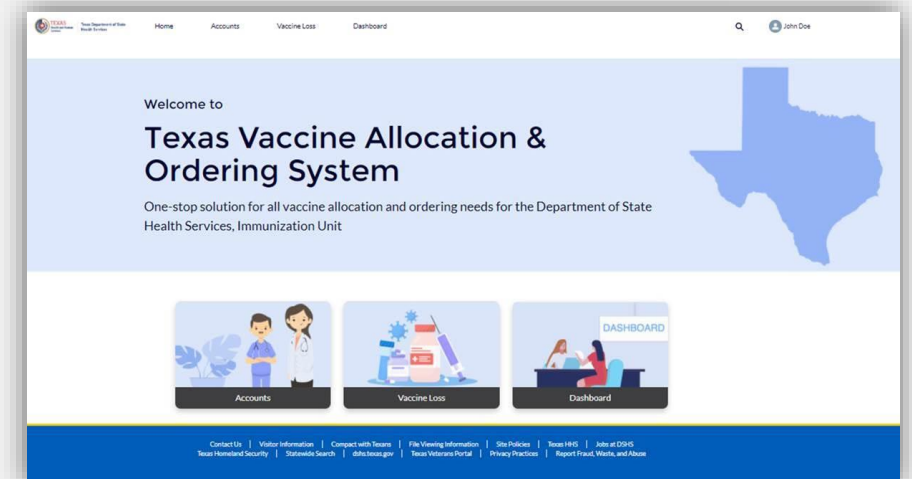
In the notification email sent to the primary & backup vaccine coordinators



2

In VAOS, shipment information is displayed on the *Shipment Details* page.

For instructions to find this tracking information, refer to the [COVID-19 VAOS – How to View Vaccine Shipment Tracking Info](#)



# Confirm Shipment in VAOs

## Did you know...?

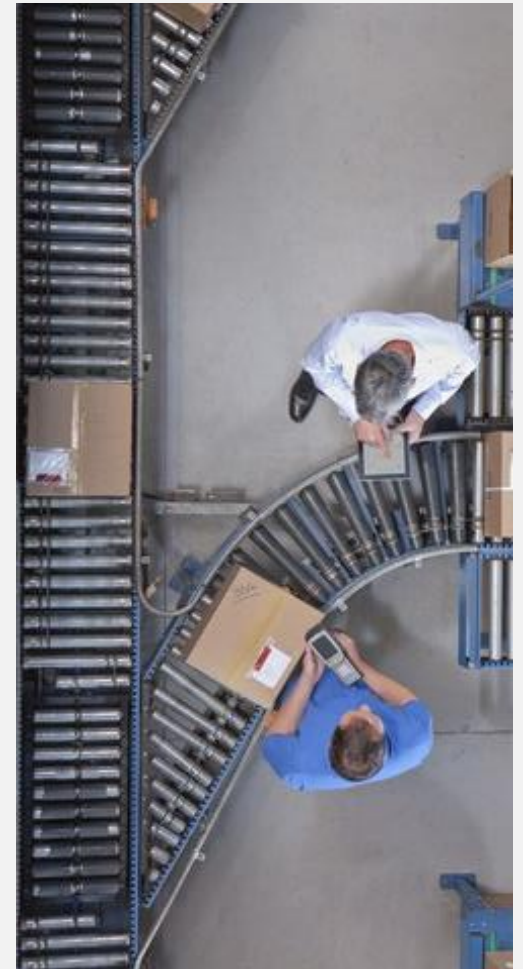
When McKesson ships a vaccine allocation, they will send a notification email.

**McKesson will begin sending advance notification emails for vaccine orders.**

The email will contain information about the vaccine shipment, including the specific vaccine and quantity ordered, as well as the tracking number.

McKesson will send separate emails for each vaccine cooler (box) in the shipment, because each cooler (box) has its own unique tracking number.

These email notifications will come from [CDCCustomerService@McKesson.com](mailto:CDCCustomerService@McKesson.com). **Make sure to list this address as a safe address so that these notifications do not go to a Spam folder.**



# Confirm Shipment in VAOS

## Did you know...?

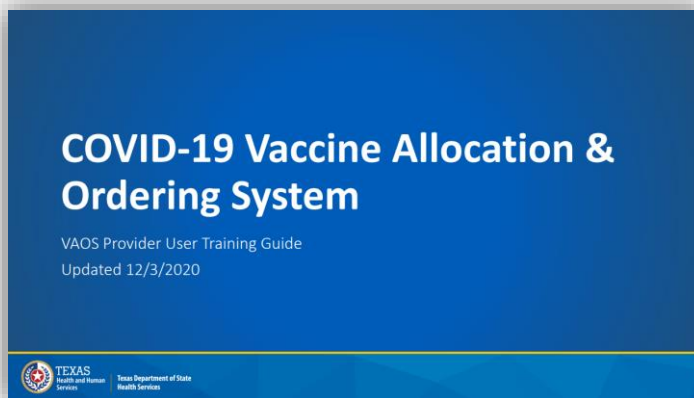
When you receive a shipment, **you must enter that you received a vaccine shipment in VAOS**

You'll need...

- **Who** received the vaccines
- **When** the vaccines were received
- **How many** vaccines received in doses

After inspecting, you'll need to enter...

- How many vaccines **passed** inspection
- How many vaccines **failed** inspection
- **Reason** for any failure



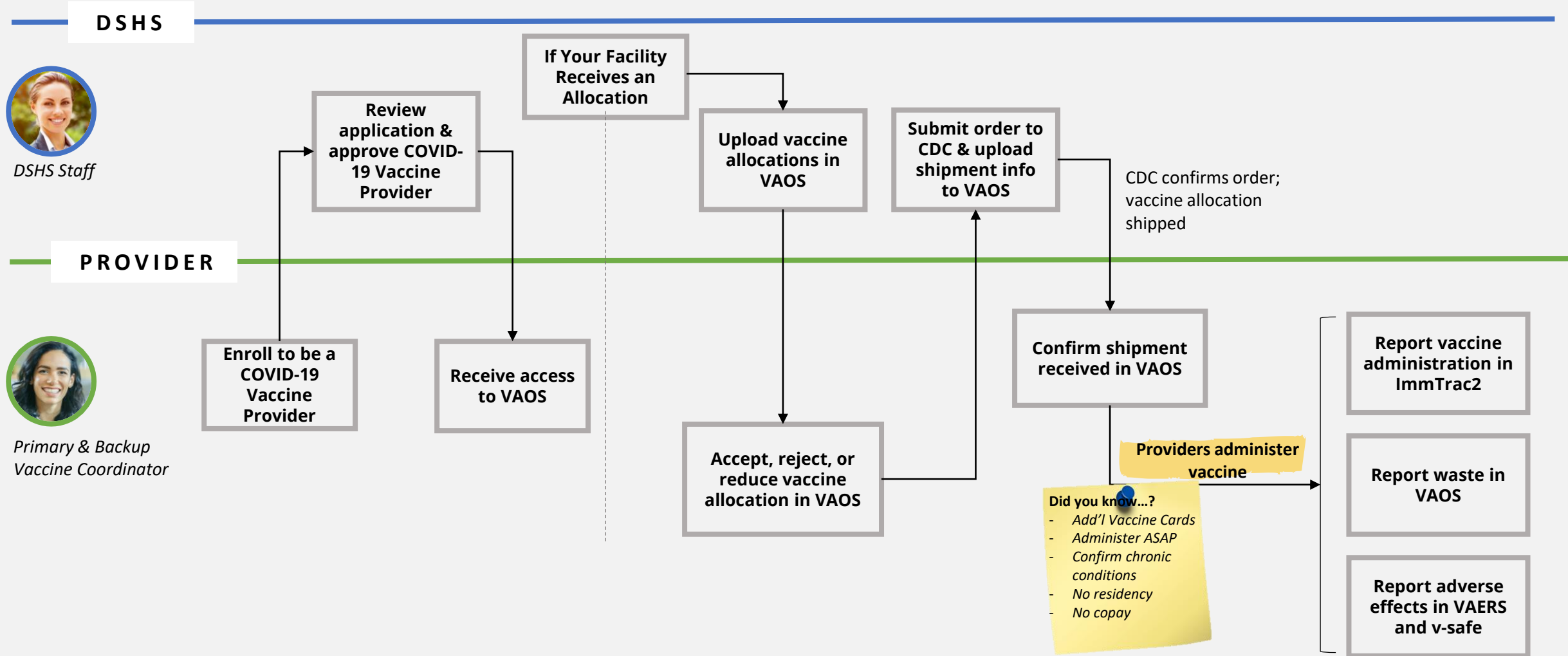
*COVID-19 VAOS Provider Training Guide*

You can find instructions for completing this process on the [DSHS COVID-19 Vaccine Management Resources website](#).



*Confirming Shipments in VAOS instructional video*

# COVID-19 Vaccine Provider Milestones





# Providers Administer COVID-19 Vaccine

## Did you know...?

Do not hold back first doses of the vaccine.

Providers **do not need to save any of the doses in a first dose shipment to use for administration of the second dose.**

Providers should use all of their vaccine supply within a week of receiving it. It is important to **make sure that the vaccine recipient receives a record card that lists the type of vaccine they received and the date for the second dose.**

The **vaccines are not interchangeable.** The first and second dose must be the same vaccine.



## Did you know...?

You find and print additional **vaccination record cards**

You can find them [here](#) on the [DSHS COVID-19 Vaccine Management Resources website](#).

COVID-19 Vaccination Record Card			
Please keep this record card, which includes medical information about the vaccines you have received.			
Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.			
Last Name		First Name	MI
Date of birth		Patient number (medical record or IIS record number)	
Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 <sup>st</sup> Dose COVID-19		mm / dd / yy	
2 <sup>nd</sup> Dose COVID-19		mm / dd / yy	
Other		mm / dd / yy	
Other		mm / dd / yy	



# Providers Administer COVID-19 Vaccine



**Did you know...?**

Providers can **confirm chronic medical conditions through medical history or the patient can self-disclose**

To confirm chronic medical conditions, providers should refer to the person's medical history.

If a provider doesn't have access to the person's medical history, the person can self-disclose their qualifying medical condition. They do not need to provide documents to prove that they qualify.

# Providers Administer COVID-19 Vaccine

## Did you know...?

There is **no residency requirement** for receiving a COVID-19 vaccine

To receive a COVID-19 vaccine, the patient **does not** have to demonstrate residency

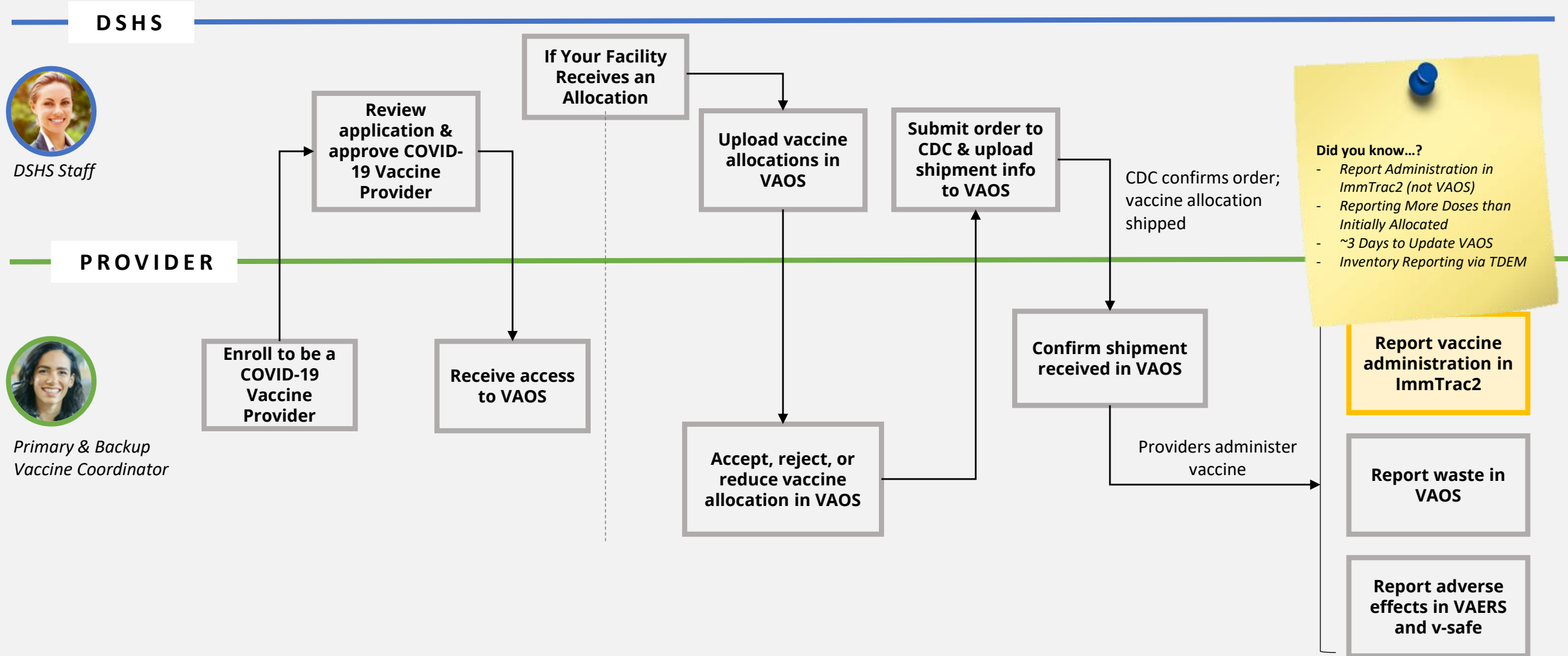


You **CANNOT** charge a copay to the patient. You can bill insurance for the administration, however no person can be turned away due to inability to pay the administration fee.

## Did you know...?

Providers cannot charge a **copay** for the COVID-19 vaccine

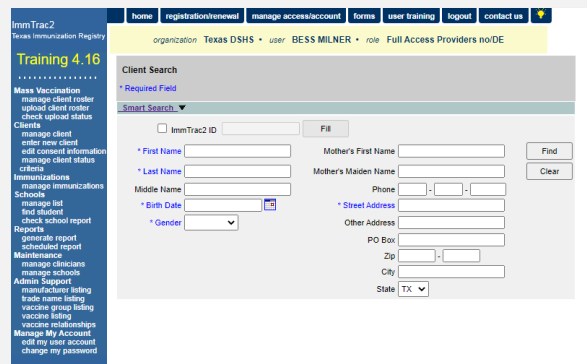
# COVID-19 Vaccine Provider Milestones



# Report Vaccine Administration in ImmTrac2

**Did you know...?**

Providers should report administrations of COVID-19 vaccine in ImmTrac2 (not VAOS).

The screenshot shows the ImmTrac2 Web Application interface. On the left is a navigation menu with categories like Training, Mass Vaccination, Clients, Immunizations, Schools, Reports, and Maintenance. The main area displays the 'Client Search' form. At the top, it says 'organization Texas DSHS • user BESS MILNER • role Full Access Providers no/DE'. The 'Client Search' section has a 'Smart Search' dropdown and a 'Find' button. Below this are input fields for 'First Name', 'Last Name', 'Middle Name', 'Birth Date', and 'Gender'. There are also fields for 'Mother's First Name', 'Mother's Maiden Name', 'Phone', 'Street Address', 'Other Address', 'PO Box', 'Zip', 'City', and 'State' (set to TX). A 'Clear' button is also present.

ImmTrac2 Web Application

As with other vaccinations, Providers should **report administration of the COVID-19 vaccine for each patient in ImmTrac2.**

Providers **report waste of COVID-19 vaccine in VAOS.**



Continue to **report actual vaccine administration into ImmTrac2**, regardless of the number of doses officially allocated.

Because vials may contain more than the official number of doses, **Providers may administer more doses than are officially allocated in VAOS.**

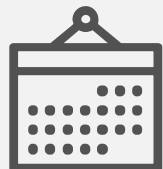
**Did you know...?**

If you administer more doses than officially allocated in VAOS, still **report the actual vaccinations given to patients.**

# Report Vaccine Administration in ImmTrac2

## Did you know...?

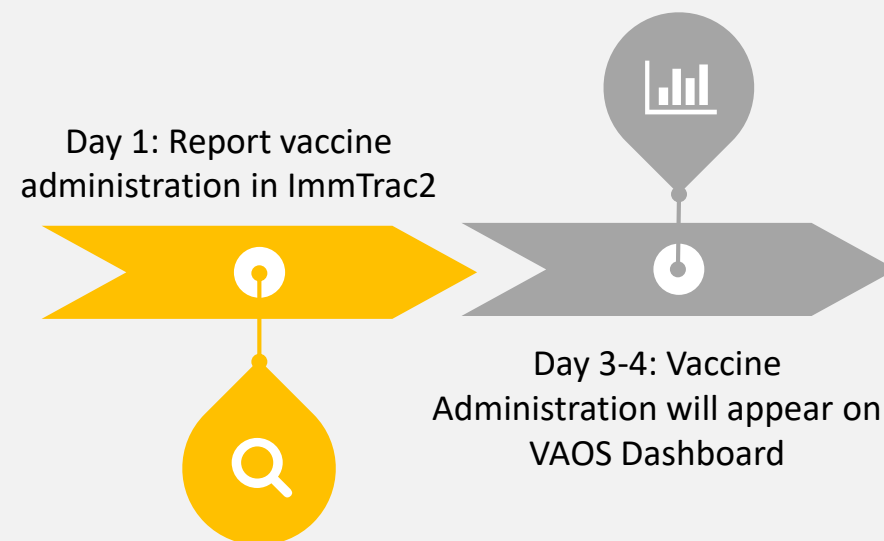
It may take 3 days or longer for data to update from ImmTrac2 to VAOS.



COVID-19 Vaccine Providers may experience a **delay of up to three days** (or longer, based on how you report) between when they report vaccine administration in ImmTrac2 and when that information is reflected on the Provider's VAOS dashboard.



This means that administration and inventory data on the VAOS dashboard may not reflect vaccine administrations reported to ImmTrac2 within the past three days. **Please note that this will not impact your future allocations or shipments.**



# Report Vaccine Administration in ImmTrac2

**Did you know...?**

Providers need to report daily in both **TDEM** and **ImmTrac2**

## Reporting COVID-19 Vaccines/Therapeutics in the TDEM/DSHS Portal

Facility: <Fill In Name Of Facility>

Facility Identification Number: <Fill In UFID>

You are receiving this email because your facility has received an allocation of vaccines and/or monoclonal antibodies for COVID-19. The State of Texas requests that you submit information through the TDEM portal provided below, in addition to current tracking in ImmTrac2.

We are aware of the increased number of reporting requirements related to vaccines and therapeutics that are asked of you, and we are doing our best to streamline the inquiries with your assistance. We really appreciate the work of our hospital partners across the state in reacting to this crisis.

If you have any issues pertaining to the system, requests, or questions, please send an email to [vaccine@tdem.texas.gov](mailto:vaccine@tdem.texas.gov)

### INSTRUCTIONS

#### LOGIN

1. Go to <https://report.tdem.texas.gov>
2. Select your facility from the dropdown list titled "Select Facility".
3. Enter your Facility Identification Number, which is listed above.

**Did you know...?**

Continue to **report actual vaccine administration and patient data** into **ImmTrac2**.

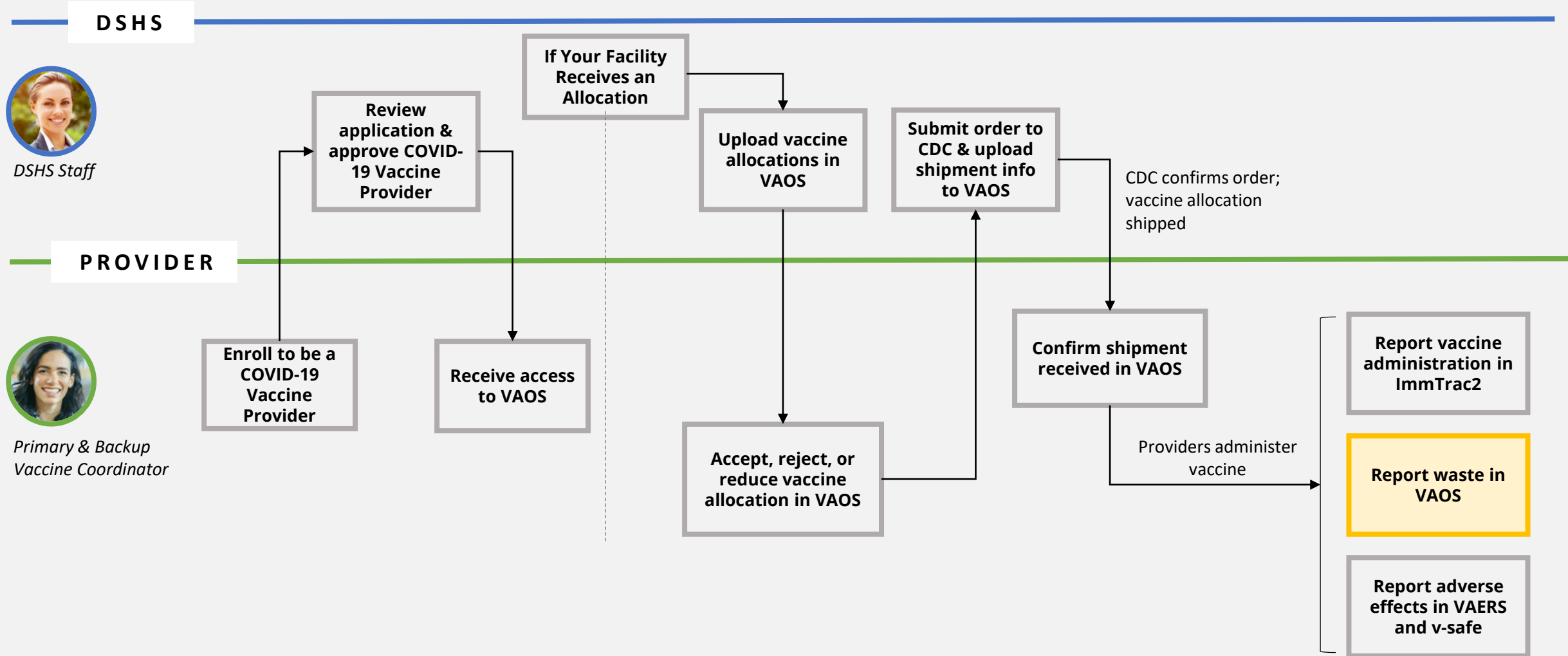
When reporting in TDEM, providers must report aggregate doses administered every day by 8AM at <https://report.tdem.texas.gov>

For questions about TDEM reporting, please contact: [vaccine@tdem.texas.gov](mailto:vaccine@tdem.texas.gov) or 844-908-3927

**ImmTrac2**  
Texas Immunization Registry



# COVID-19 Vaccine Provider Milestones



# Report Waste in VAOS

Did you know...?

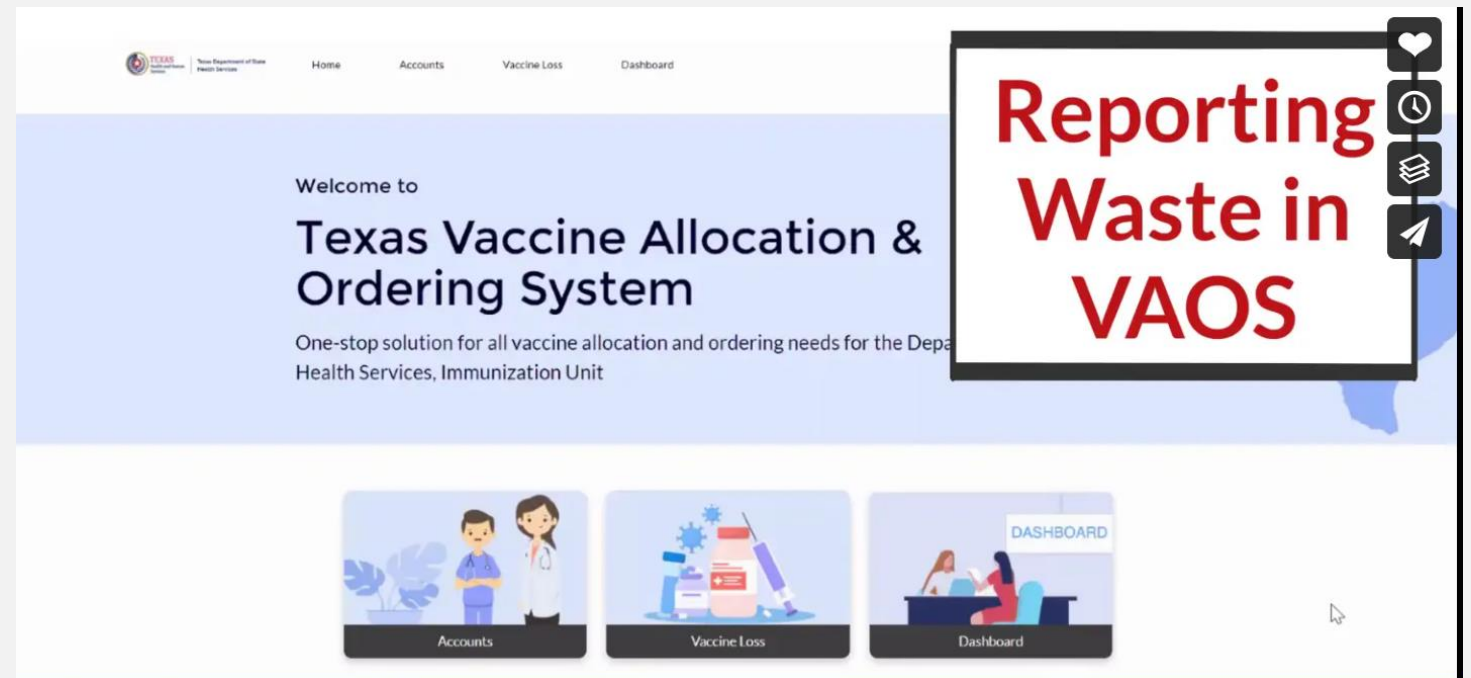
Providers report **doses wasted in VAOS** and **doses administered in ImmTrac2**.

**Report doses that are wasted into VAOS.**

This will affect the number of doses listed as on hand for your facility on the VAOS dashboard.

This does not include doses that are administered to patients. Report all doses administered to patients in ImmTrac2.

Want to learn more? Check out the VAOS Provider Guide and an instructional video on the [DSHS COVID-19 Vaccine Management Resources](#) site.



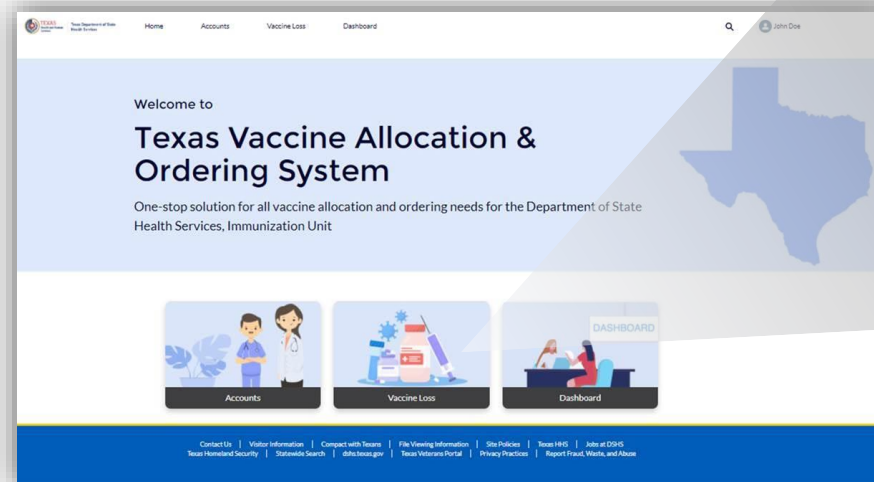


# Report Waste in VAOS

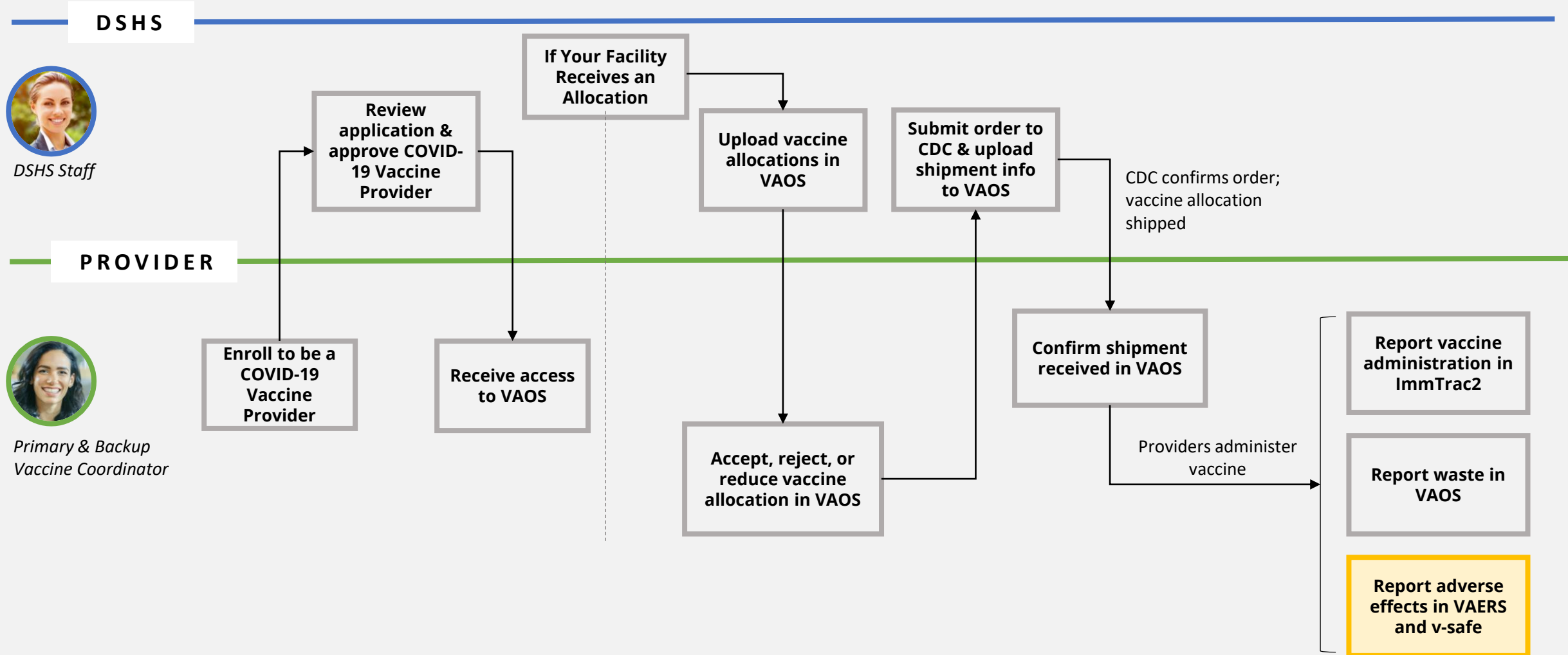
## Did you know...?

You can't report more doses wasted than you've received in your allocation.

Providers should report all doses wasted in VAOS. However, you **cannot report more doses wasted than you have been allocated in VAOS.**

A screenshot of the "New Vaccine Use: Vaccine Wastage" form. The form is titled "New Vaccine Use: Vaccine Wastage" and is divided into two main sections: "Information" and "Description".  
**Information Section:**  
- Vaccine Administration Number: (empty field)  
- Facility: Austin Regional Health Clinic (selected from a dropdown)  
- Vaccine: VI-0000014 (selected from a dropdown)  
- Status: Wastage (selected from a dropdown)  
- Reason for waste: G81 - Expired vaccine (selected from a dropdown)  
- Quantity Consumed: 25 (entered in a text field)  
- Vaccine Item Temp: (empty field)  
**Description Section:**  
- Description: Vaccine Lot expired 11/08/2020 (entered in a text field)  
- Other Reason: (empty text area)  
At the bottom right of the form are three buttons: "Cancel", "Save & New", and "Save".

# COVID-19 Vaccine Provider Milestones



# Report Adverse Effects in VAERS and v-safe

## Did you know...?

If a patient experiences **adverse effects** from the vaccine, you should **report it to VAERS**.

CDC and FDA encourage anybody who experiences any problems after vaccination to report to VAERS.

- Parents
- Patients
- Healthcare Providers
- Others

**Healthcare providers are required by law to report certain problems such as serious adverse events**

## Did you know...?

Providers should give **all vaccination patients** information on **v-safe** after administration.



**VAERS**

Vaccine Adverse Event  
Reporting System

Co-managed by  
CDC and FDA  
<http://vaers.hhs.gov>



**VAERS is the nation's frontline system for monitoring vaccine safety**

**V-safe** is a smartphone-based tool that uses text messaging and web surveys to provide **personalized health check-ins** after someone receives a COVID-19 vaccination.

Vaccine recipients can quickly tell the CDC if they have any side effects. The CDC may follow up with them by phone to get more information.

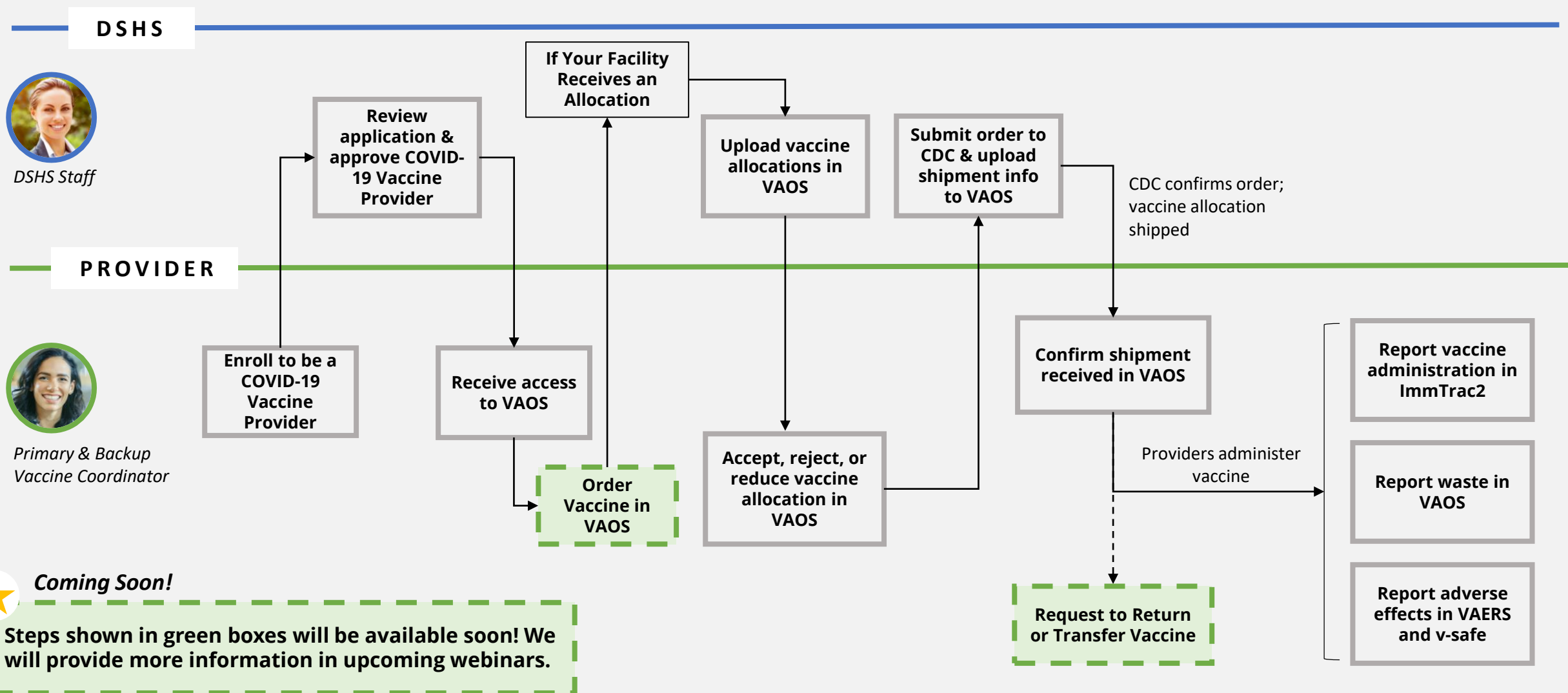
**V-safe** will also remind them to get their second COVID-19 vaccine dose, if needed.

Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.



**Poll: What VAOS functionality would you like to see covered more in future webinars?**

# Preview: NEW VAOS Features Coming Soon!



**Please look for invitations to  
additional COVID-19 Provider  
Webinars in the coming days and  
weeks**



Texas Department of State  
Health Services

# Additional Trainings

## Pfizer Manufacturer Training

Date & Time	Password
<a href="#">Attendee link – January 12 – 5 PM ET</a>	YYewqnA4A44
<a href="#">Attendee link – January 13 – 10 AM ET</a>	8hGM2KtJAd3
<a href="#">Attendee link – January 13 – 5 PM ET</a>	SMmBaubM477
<a href="#">Attendee link – January 14 – 10 AM ET</a>	j3G8xShVAJ3
<a href="#">Attendee link – January 14 – 5 PM ET</a>	mS2HYxwE96Z
<a href="#">Attendee link – January 15 – 10 AM ET</a>	B9mrTXK932b
<a href="#">Attendee link – January 15 – 5 PM ET</a>	mZBNJsXy392

\*Content will be the same for each session

## DSHS – ImmTrac2 Data Quality and Error Resolution

Friday, Jan. 15, 2021 at 1:00 PM – 2:00 PM CDT

[Click Here to Register](#)



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# Key Resources

**COVID-19 Vaccine Resources (today's webinar, training materials, videos):**

<https://www.dshs.texas.gov/coronavirus/immunize/vaccine-manage-resources.aspx>

**COVID-19 Vaccine Provider Enrollment Information:**

[www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx](http://www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx)

**DSHS COVID-19 Vaccine Provider hotline:**

(877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email:

[COVID19VacEnroll@dshs.texas.gov](mailto:COVID19VacEnroll@dshs.texas.gov)

For questions about training materials or webinars, please email us at

**[COVID19VacMgmt@dshs.texas.gov](mailto:COVID19VacMgmt@dshs.texas.gov)**



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**Thank you!**